



Coast Guard HR Flag Voice 106

CIVILIAN HR CUSTOMER SURVEYS -- HELP!

Non-supervisory civilian employees and their military and civilian supervisors (excluding Non-Appropriated Fund civilians) have been sent surveys to assess the services and programs provided by the Coast Guard Personnel Command, Civilian Personnel Management Division (CGPC-cpm). The information obtained from these surveys will help us focus our resources and initiatives on what matters most to our customers.

The survey is part of a ONE-DOT initiative using the Balanced Scorecard measurement system. The Balanced Scorecard provides an internal perspective in terms of leadership, work environment, and satisfaction of employees and management staff within CGPC-cpm. An external perspective is gained through customer surveys that assess both the degree of satisfaction and level of importance of timeliness, quality and service/partnership in a variety of areas. The customer survey also asks you for recommendations to improve civilian personnel services.

Customer surveys are available electronically and in hard copy for those who may not have ready access to computers. E-mails were sent to explain the purpose of the survey and provide a hyperlink to the Internet site where the survey resides. Since not all non-supervisory wage grade employees have access to e-mail at work, we have sent hard copies of the survey to their home address of record.

The Coast Guard Personnel Command's human resource (HR) employees and managers responded to surveys separately sent to them electronically over a week ago. They were asked to respond to the survey by 8 September 2000.

Non-HR employees and supervisors (except those paid from Non-appropriated Funds) are asked to complete their surveys by **18 September 2000** using one of the e-mail addresses below:

The e-mail address to access the survey for all other employees who are not supervisors is:

<http://survey.dot.gov/hrsurvey/USCGcustomer.html>

The e-mail address to access the survey for people (military or civilian) who supervise civilian employees is:

<http://survey.dot.gov/hrsurvey/USCGSupervisor.html>

Military supervisors of civilian employees should scroll down to the survey section entitled [Additional Information](#) and begin the survey from that point.

Civilian supervisors should respond to the first half of the survey based on the services they receive as individual employees. The second half of the survey is marked "For Supervisors" where they are asked to rate the services and assistance received in performing their supervisory duties.

I realize our workforce may at times feel inundated with surveys. However, this is our first Coast Guard-wide assessment of civilian personnel services provided by CGPC-cpm and will serve as an important base line for future assessments. Please help us get the word out and encourage your people to complete the surveys. A summary of the survey results will be available on the Civilian Personnel Home Page as soon as possible after the data is analyzed.

Questions about the survey should be directed to your servicing Command Staff Advisor (CSA).

Your support in making this a successful evaluation effort is greatly appreciated!

Regards, FL Ames



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